

news@library

AUTUMN SESSION 2001

Library wins excellence award



University Librarian Felicity McGregor, Pro Vice-Chancellor, (Academic), Rob Castle and Quality Coordinator Margie Jantti

Winner 2000
Australian Business
Excellence Awards



AUSTRALIAN QUALITY COUNCIL



Winning an Australian Business Excellence Award – the first library to do so – provides well-earned recognition to a group of dedicated and hard-working people – the Library staff.

It is not always easy maintaining high quality services in a very challenging environment. Library staff face almost constant change – in the needs and expectations of students and University staff, in the format and availability of information resources, in the services and structure of the scholarly publishing industry and in information and communication technologies which provide the means of delivering resources and managing our operations.

Parallel print and electronic services must be delivered in the context of reduced staffing budgets, increased costs of publications and a massively devalued Australian dollar. We must also prepare for a future in which a lot of student learning will take place online and from off-campus locations.

By using the *Australian Business Excellence Framework*, we ensure that we focus on all aspects of management – financial, human resources, buildings and information technology. It is the same as managing a business in all respects except for the absence of the profit motive.

The awards process itself was rigorous, involving preparation of a detailed submission and a site visit by 6 qualified evaluators who spent one and a half days on campus examining documents and processes as well as talking to all staff members. The successful outcome is an endorsement of the commitment, expertise and service ethic of all Library staff members – including our very dedicated casual staff, many of whom are students of the University.

I would also like to acknowledge the very useful feedback we receive from the Library Consultative Committee and from very many other members of the University community. This feedback keeps us *on track* and helps us plan better services.

Some of the achievements of which we are particularly proud are:

- Substantially increased access to information resources – especially databases and journal articles
- Significant increase in satisfaction with the availability of library materials as evidenced by our recent Client Survey
- Reduction in processing costs – enabling us to resource the management of new services such as electronic access

I am convinced that an excellent Library and information service will contribute to the University's student attraction and retention strategies, as well as to the overall quality of the educational experience at the University of Wollongong.

Felicity McGregor

INSIDE

2

Extending our reach

Changes to the
Copyright Act

Launch of the Library's
new website

3

Upgrade to Library
public access
workstations

Electronic Readings
Service

4

New Electronic
Resources

Extending our reach

As Outreach Librarian, Craig Littler is responsible for developing and coordinating Library services to support the University's flexible learning programs, including off-campus and off-shore course offerings.



Craig has most recently been involved in planning and managing services for the South Coast Education Network (SCEN) at the Shoalhaven Campus, Batemans Bay and Bega. With the increasing availability of electronic information resources such as fulltext databases and electronic journals, the Library has the ability to provide more extensive information services to our off-campus students in Australia and overseas. Craig is keen to work with subject coordinators to extend access to the Library's electronic resources and to ensure that they are appropriately integrated with online subject delivery.

Craig has a varied academic and work background which he sees as providing a useful grounding for his role as a librarian: *'Whatever academic background one has is always relevant in librarianship, particularly in a university library where we encounter students and staff from a wide range of subject disciplines'*. Beginning as an architecture student at the University of Sydney, he graduated with a Bachelor of Science (Architecture) and spent some years working in architectural offices and travelling, including a two-year period in the United States studying Eastern Philosophy and Sanskrit. Returning to study on a part-time basis, he completed a Bachelor of Arts degree at the University of Sydney and a Graduate Diploma in Information Studies at the University of Technology, Sydney. During this period he was employed as an assistant at the Nicholson Museum of Antiquities at the University of Sydney, which houses the most extensive archaeological collection in Australia. He was appointed as Faculty Librarian for Engineering at the University of Wollongong in 1994, and as Outreach Librarian in 1997.

Craig maintains an interest in architecture and design. He has used his skills in preparing space planning reports and drawings for the Wollongong Campus Library, and in the design and fitout of the new Shoalhaven Campus Library: *'I enjoyed the opportunity to plan a new library from the ground up,*

and to be involved in the process of making the new campus a reality'. Craig is also currently completing a Masters by Research in Information Studies at the University of Technology, Sydney on the topic of *Information conceptualisation and use in flexible learning environments: implications for academic libraries and information services*.

Changes to the Copyright Act

Amendments to the *Copyright Act*, which came into force on 4 March 2001, introduce new provisions in relation to digital copying and communication of copyright materials. The amendments impose more stringent conditions on the use of such materials, particularly when they are made available online. The AVCC has advised universities to adopt a centralised approach to copyright management to avoid potential copyright infringements. The new Electronic Readings Service will provide centralised copyright management for all digitised readings made available online. New notices, as required by *Copyright Regulations*, have been placed near all photocopiers and computer terminals throughout the Library. Staff and students are advised to familiarise themselves with the new copying and communication conditions.

Library Copyright Guidelines are available on the Library web site at: <http://www.library.uow.edu.au/helptraining/guides/pdfs/copyright.pdf>

AVCC and University guidelines on copyright are available at: <http://cedirdb.cedir.uow.edu.au/WebPages/copyright.html>

Launch of the Library's new website

During February the Library brought its new website into production. The updated site has been fully revised and restructured to provide a more logical layout of the large amount of information contained within. We are still in the development process and will therefore continue to make modifications. The Library home page is still to be finalized and we encourage our clients to forward their comments so we can build in feedback to our development project. Use the *Tell Us* link on the home page at www.library.uow.edu.au to submit your feedback.

Upgrade to Library public access workstations

Work is almost complete on the revamping of the Library's public access workstations. A total of 108 workstations have been installed over the past few months – including 58 thin-client workstations and 50 Windows PCs. All the machines are connected to a pair of Windows 2000 Advanced servers using Microsoft Terminal Services. Using Terminal Service connections allows us to deploy all the most commonly used applications from servers, reducing the amount of local PC maintenance needed.

Three separate interfaces have been set up to differentiate the services and applications available on the various workstations. There are 4 “Express” workstations in the center of the Library foyer which are designed for walk-up access to email and web sites, and limited to ten minutes per session.

The thin-client workstations (which do not have floppy or zip drives) are designated “Info Access” workstations. These offer the full range of Library information resources and the capability to send search data to clients' email accounts. Printing is available from the Info Access workstations.

PCs in the Infolab and throughout the Library building are designated “Info Access Plus”, providing access to all information resources, with the capability to download search results and data to the floppy and zip drives on those machines. These machines also have access to Word, Excel and Powerpoint, and clients are able to print.

CODA@Library

Collaborative Online Development Area
@ the Library

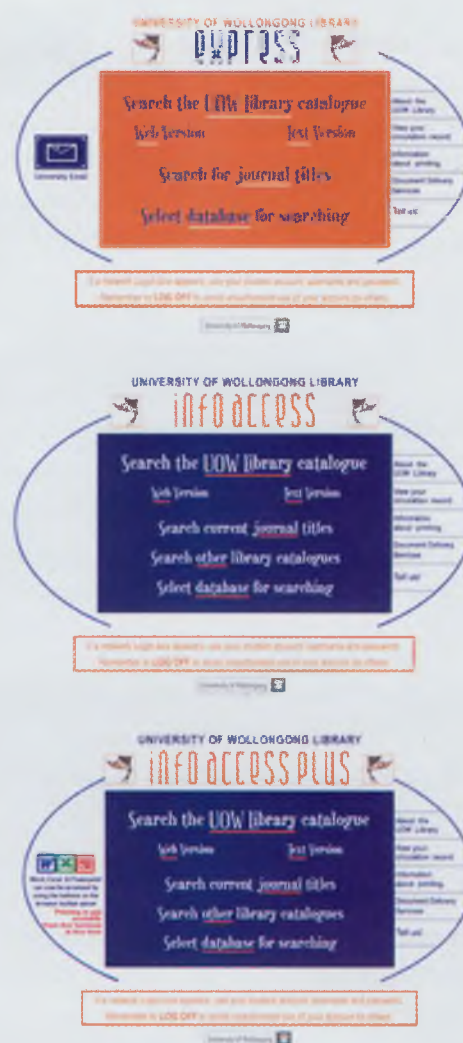
COMING SOON

Electronic Readings Service

A new Electronic Readings Service was launched on 5 March to coincide with the implementation of the amended *Copyright Act*. The service will be managed and coordinated by the Library and is a joint initiative of the Library, CEDIR, the Printery and ITS. It will provide a free centralised service for the submission, processing, production and copyright management of all readings from books and journals to be made available online or in other digital formats such as CD ROM, or printed as a book of readings. Submitted materials will be scanned and made available via the Library Electronic Reserve Collection or from within a WebCT subject. The service will source materials from the Library collection on request and provide advice on the use of existing electronic resources from fulltext

databases and electronic journal collections. The centralised processing of all digital copying will ensure more effective compliance with the requirements of the *Copyright Act*, and allow the creation of a repository of electronic readings as a University-wide resource. Rodney Horan (ext 3331, rodney_horan@uow.edu.au) has recently been appointed to manage E-Reserve and electronic readings.

Further information on the Electronic Readings Service is available on the Library web site at: <http://www.library.uow.edu.au/services/eread.html>



New Electronic Resources

BUTTERWORTHS ONLINE



Faculty of Law staff and students will find the search capabilities of Butterworths Online of real benefit when looking for legal information in areas such as administrative, civil, corporations, family and industrial law.

CCH ONLINE COLLECTIONS



Access the online alternative to the Library's currently subscribed print looseleaf services such as *Australian Family Law & Practice*, *Australian Labour Law Reporter* and *Australian Occupational Health and Safety Law Reporter*. Search by keyword or section number and then print, email or save the result. Interlinking within the system to other cited documents is an added feature.

PROJECT MUSE



Project Muse transports journals in the humanities and social sciences firmly into the electronic sphere. Originally containing journals from Johns Hopkins University Press, it now provides fulltext access to 112 journals including titles from the presses of Carnegie Mellon, Duke, MIT and Oxford universities. Titles cover disciplines such as literary studies, history, economics, and political science, and include *New Literary History* and *Journal of Colonialism and Colonial History*. Journals can be browsed by issue or searched by keyword.

GROVE DICTIONARY OF ART



The Grove Dictionary of Art contains 45,000 articles on every aspect of the visual arts – painting, sculpture, graphic arts, architecture, decorative arts and photography – from prehistory to the present day. Online, the Grove Dictionary of Art provides continual updates on the 34 volume printed edition with additional features such as the Bridgeman Art Library, a database of over 100,000 searchable images.

NEW GROVE DICTIONARY OF MUSIC AND MUSICIANS

This title is universally acknowledged as the unsurpassed authority on all aspects of music. The online 2nd edition provides the updated text of the 29 print volumes enhanced with sound files and links to related internet sites. Features include the ability to refine searches to specific subject areas and to click through seamlessly to a cross-reference.

WILEY INTERSCIENCE

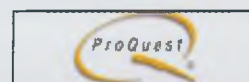


Wiley InterScience provides fulltext access to over 300 journals published by John Wiley & Sons. It covers disciplines such as biology, business, chemistry, computing, engineering, environmental science, health, medicine and psychology. Journals can be browsed by issue or keywords can be searched across the database. Titles include *Earth Surface Processes and Landforms*, *Magnetic Resonance in Chemistry*, *Research in Nursing*, and *Health and Behavioural Interventions*.



DOW JONES INTERACTIVE

News, news, news and more news. From the most recent financial and business articles to Australian and world newspapers, Dow Jones Interactive provides access to the fulltext of articles from over 6000 newspapers, magazines and press wires. Much of the material dates from the late 1980s onwards and the ABIX database is integrated into this service. Titles include: *Business Review Weekly*, *Australian Financial Review*, *Guardian*, *Independent*, *Newsweek*, and *Wall Street Journal*.



PROQUEST 5000

Proquest 5000 contains 17 different databases that can be searched separately or as one huge conglomeration. Some of these databases replace printed indexes such as the *Applied Science and Technology Index*, *Social Sciences Index* and *General Science Index*. The ABI/Inform database forms part of Proquest 5000. Each database also contains a substantial number of journal titles available in fulltext including disciplines such as education and health. Searches can be limited to fulltext and results can be printed, emailed or saved to disk.

NOW NETWORKED

The index and abstract databases *Philosopher's Index* and *SportsDiscus* have now been networked and are available from the Library's databases web site. *Metadex* – the electronic equivalent of *Metals Abstracts* is also now networked and available across campus.

news@library is published in Autumn and Spring Sessions each year. Comments and suggestions on this newsletter should be forwarded to the Editor - Elizabeth Peisley by telephone on 02 4221 3332 or by email to elizabeth_peisley@uow.edu.au